

**System Administrator**  
**Centralized Alabama Recipient Eligibility System Project**  
**(CARES Project)**

## STATEMENT OF WORK (SOW)

<b>Agency Name:</b>	Multiple Agency Engagement
<b>Agency Project Name:</b>	Centralized Alabama Recipient Eligibility System Project (CARES Project)
<b>Agency Project Sponsor:</b>	Shannon Crane CARES Program Director
<b>Agency Project Manager:</b>	Shannon Crane CARES Program Director
<b>SOW Period of Performance:</b>	Estimated Start Date: 11/3/2014 Estimated End Date: 9/30/2016  Note: The timeframe above is the expected duration of the project. SOWs will renew annually and the rate table will reflect a standard 2080 hour year.
<b>Contractor Name:</b>	
<b>Contract or Purchasing Vehicle:</b>	Universities or State of Alabama State Wide Contract T013, Solicitation No. 2236181
<b>Professional Service to be Provided:</b>	System Administrator
<b>Description of Services to be Provided:</b>	Installation, configuration, operation and maintenance of hardware and software systems and infrastructure for : CARES Project Other tasks as assigned by the Project Sponsor and Manager
<b>Scope of Services:</b>	<ul style="list-style-type: none"> <li>• Install new and rebuild existing servers and configure hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and operational requirements.</li> <li>• Manage and maintain Microsoft Active Directory, DNS, DHCP, Exchange/Office365, and Group Policy in a Windows Server environment for a large number of users</li> </ul>

	<ul style="list-style-type: none"> <li>• Upgrade and configure system software and hardware components as needed</li> <li>• Assist in formation and maintenance of system standards</li> <li>• Perform daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems and key processes</li> <li>• Schedule and perform regular backup operations</li> <li>• Review system and application logs, and verify completion of scheduled jobs such as backups</li> <li>• Repair and recover from hardware or software failures</li> <li>• Maintain Microsoft Azure user access, services, and virtual machines</li> <li>• Configure system properties and resources in order to accommodate needs</li> <li>• Maintain and support hardware and software systems for a large number of users</li> <li>• Monitor and report system hardware and software performance, and make recommendations and changes to improve performance as needed</li> <li>• Work closely with the Build Environment Manager, Help Desk Specialists, and other System Administrators to address system and infrastructure concerns in multiple areas</li> <li>• Contribute to implementation project to rollout modules in a timely manner consistent with the program roadmap</li> <li>• Perform other assigned duties</li> </ul>
<b><i>Project Deliverables:</i></b>	<p>Provide the following deliverables per direction of and assignment by the Agency Project Sponsor and/or the Agency Project Manager:</p> <ul style="list-style-type: none"> <li>• Documentation of hardware and software infrastructure and standards</li> <li>• Documentation and reports of hardware and software performance</li> <li>• Status reports of current status of all hardware and software infrastructure systems</li> </ul>
<b><i>System Administrator Minimum Requirements:</i></b>	<p>The System Administrator provided shall, at a minimum, meet the following requirements or possess an equivalent combination of education and experience:</p> <p>Experience:</p> <ul style="list-style-type: none"> <li>• 5+ years of experience in Systems Administration (SA) with focus on Microsoft Technologies</li> <li>• Ability to work with other team members and System Administrators to adequately perform administrative tasks</li> <li>• Needs to be able to work independently and not rely on State</li> </ul>

	<p>or other team members for direction</p> <p>Skill/Technology:</p> <ul style="list-style-type: none"> <li>• Advanced knowledge on System Administration of Microsoft technologies (Windows Server, Azure, Active Directory)</li> <li>• Effective communication skills with people of various positions and technological ability</li> </ul> <p>Education/Certification:</p> <ul style="list-style-type: none"> <li>• Bachelor's degree from an accredited four-year college or university with advance education in fields related to position or equivalent experience</li> </ul>
<b>System Administrator Assignment:</b>	The Agency Project Sponsor and/or Agency Project Manager reserve the right to approve or disapprove all <b>System Administrator</b> resources assigned to this SOW in advance.
<b>System Administrator Termination:</b>	<p>Termination of this SOW may occur upon the delivery and acceptance of all services due under this SOW, regardless of the number of remaining hours on the SOW. The Contractor shall be given a written notice 30 days prior to an early termination in part or whole of the SOW.</p> <p>The Agency Project Sponsor reserves the right to terminate an individual assigned as the <b><u>System Administrator</u></b> under this SOW in whole or in part at any time. The Contractor shall be provided with a 15 day written notice if the <b><u>System Administrator</u></b> is terminated.</p> <p>The resignation of the <b><u>System Administrator</u></b> from this SOW or the Contractor's staff, or the termination of employment by the Contractor, requires that the Contractor provide a notification in writing to the Agency Project Sponsor within five business days (Monday through Friday, excluding State Holidays).</p> <p>Replacement of a terminated or resigned <b><u>System Administrator</u></b> is at the discretion of the Agency Project Sponsor. If a replacement for the <b><u>System Administrator</u></b> is requested by the Agency Project Sponsor, the Contractor must submit résumés of proposed <b><u>System Administrator</u></b> replacements within ten business days after receiving a written termination notice from the Agency Project Sponsor or a resignation of the <b><u>System Administrator</u></b>. The Agency Project Sponsor shall have up to seven business days after receiving the Contractor's candidate résumés in which to make a selection or to request a new set of résumés if a <b><u>System Administrator</u></b> replacement is not selected from the submitted résumés.</p>

	<p><u><i>Mutual consent of both parties is required to extend any of the time-frames as specified above.</i></u> If new résumés are requested, the time for the Contractor's submission and the Agency Project Sponsor's response shall begin as previously defined in this section of the SOW.</p> <p>The Agency Project Sponsor shall notify the Contractor in writing when a replacement <b><u>System Administrator</u></b> is selected from the submitted résumés. The replacement/new <b><u>System Administrator</u></b> shall begin work on site at the Agency within seven business days after the Contractor receives the Agency's written notification of a selection.</p> <p>The Contractor shall be required to provide updated project information to the replacement/new <b><u>System Administrator</u></b> prior to his/her arrival for work.</p> <p>The <b><u>System Administrator</u></b> services shall be automatically terminated by the exhaustion of all of the total hours (Maximum Billable SOW Hours Per Year) and/or total dollars allocated (Total Contract Amount) under this SOW. The Contractor shall not be reimbursed for hours expended beyond the total hours allocated under this SOW.</p> <p>The Contractor shall track hours used and dollars expended for the <b><u>System Administrator</u></b> resource. When the remaining hours on the SOW fall <u><i>below an 80 hours threshold</i></u> on the Maximum Billable SOW Hours Per Year, the Contractor shall submit a written alert to the Agency Project Sponsor informing him/her of the remaining billable hours that are left. The Contractor shall monitor the remaining hours burn rate to ensure that the hours used do not exceed the Maximum Billable SOW Hours Per Year.</p> <p>Amendments to this SOW must be made in writing by the Agency Project Sponsor. The terms and conditions of the amendment must be agreed to by both the Agency Project Sponsor and the Contractor and formally signed-off on by the Agency Project Sponsor and an authorized authority of the Contractor. Terms and conditions of the signed amendment to the SOW shall supersede the original SOW terms and conditions where applicable.</p>
<p><b><i>Key Assumptions:</i></b></p>	<p>The Agency Project Sponsor is ultimately responsible for the creation and interpretation of this SOW, and its management or execution.</p> <p>The Agency Project Manager will provide the day-to-day oversight,</p>

	<p>direction, and management to the <b><u>System Administrator</u></b>.</p> <p>The <b><u>System Administrator</u></b> will provide ample knowledge transfer to CARES staff.</p>
<b><i>Responsibilities of Both Parties:</i></b>	<p>The spirit of this engagement is one based on mutual advantage and partnership. In keeping with this and in order to achieve success, the Contractor will provide a single point-of-contact to coordinate activities of the engagement.</p> <p>CARES Program Director shall designate the identified Agency Project Sponsor as specified in this SOW with responsibility and authority for review and approval of deliverables under this agreement. This individual will also be the main point-of-contact to escalate problems, issues or risks related to the engagement.</p> <p>In order to accomplish the tasks outlined in this SOW and to provide the deliverables in accordance with an approved schedule, the Contractor and the Agency Project Sponsor must agree upon the provisions described in the Key Assumptions section.</p>
<b><i>Work Environment:</i></b>	<p>The <b>System Administrator</b> allocated under this SOW will work on site at the CARES office located in Montgomery, Alabama. Any exceptions to this requirement must be approved in advance by the Agency Project Sponsor and/or Agency Project Manager.</p>
<b><i>Agency Provided Resources:</i></b>	<p>Office, desk, chair(s), computers, printers, office supplies, access to copy and fax machines, network IDs, email accounts, security software as designated by the Agency, identification badges and Cardkey access as needed, Internet access, parking (subject to availability and approval) and desktop software. Additional equipment or software may be provided if required and approved by the Agency Project Sponsor.</p>
<b><i>Regular Working Hours:</i></b>	<p>The <b>System Administrator</b> will work the same regular working hours as other Agency personnel or as defined in writing by the Agency Project Sponsor. Agency personnel regular working hours are 8:00 AM to 5:00 PM Monday through Friday including a one hour lunch break and two fifteen minute breaks.</p> <p>Unless otherwise directed or approved in advance, the <b>System Administrator</b> will not work on weekends or State holidays.</p> <p>The Agency Project Sponsor may provide additional working hours guidance and/or policy to be followed.</p>
<b><i>Overtime Hours:</i></b>	<p>Any work in excess of 40 hours a week for <b>System Administrator</b> assigned to this SOW must be approved by the Agency Project Manager and/or Agency Project Sponsor <u>in advance</u>. Excess hours will be billed at the normal hourly rate as defined under this SOW.</p>

